

EDNet

Educational Services Network, Corp

PROPUESTA DE SERVICIO



MUNICIPIO DE SAN JUAN

I. Introducción

Inmersos en el actual contexto social, donde la Tecnología de la Información desempeña un rol importante, ofrecer servicios dirigidos a elaborar ambientes tecnológicos que faciliten el acceso a la información en conjunto con la colaboración entre individuos y entidades públicas y privadas es nuestro compromiso.

Siendo así, el Municipio de San Juan tendrá la oportunidad, a través de las bibliotecas electrónicas, de estar a la vanguardia en el campo de los servicios tecnológicos y el acceso a la información, además de fortalecer los proyectos educativos que brinda a la comunidad.

Nuestros productos posibilitan la implantación de las metas y objetivos del plan de servicios de las Bibliotecas; además de cumplir con las normas, procedimientos y requisitos de elegibilidad establecidos por la Comisión Federal de Comunicaciones (FCC) y la "Universal Service Administrative Company" (USAC).

Como parte de los valores y servicios que nos distinguen y luego de haber examinado sus requerimientos, tenemos la certeza de que nuestros servicios responden efectivamente a sus necesidades. La propuesta incluye los servicios de Acceso al Internet con un ancho de banda apropiado, Conexiones Internas (infraestructura) y una estructura de Mantenimiento y apoyo a los servicios de Internet y Conexiones Internas que optimiza la utilización de los servicios y ofrece una garantía razonable de rendimiento y disponibilidad de todos los servicios que le incluimos. Además, presentamos los servicios de Valor Añadido los cuales promueven la integración de la tecnología y la educación en las Bibliotecas.

II. Servicios¹

→ Acceso al Internet – (ver "Item 21")

- Ancho de banda dedicado, estable y confiable donde se garantiza igual capacidad de acceso de Internet tanto en su "download", como en su "upload".

→ Filtro de Contenido

- Filtro de contenido centralizado, para todas las computadoras que estén conectadas en la misma red con acceso al Internet. Servicio para administrar esta herramienta de forma efectiva y segura. De ser solicitado acceso de manejo individualizado por recurso designado.

→ Conexiones Internas (infraestructura) - (ver "Item 21")

- Opción de estandarizar los equipos, en lo posible, para desarrollar una red homogénea en términos de tecnología y marca, con el fin de establecer una infraestructura mucho más fácil de administrar, desde el punto de vista operacional y de apoyo técnico.

→ Mantenimiento² - (ver "Item 21")

Descripción: Se incluye una estructura de Mantenimiento y apoyo a los Servicios de Internet y Conexiones Internas que optimiza la utilización de los servicios y ofrece una garantía razonable de rendimiento y disponibilidad de todos los servicios incluidos en esta propuesta.

¹ Nuestros servicios responden efectivamente a las necesidades del Municipio de San Juan. Nuestros productos posibilitan la implantación de las metas y objetivos de su plan de servicio. El equipo y servicios aquí cotizados cumplen con los requisitos de elegibilidad, así como con las normas y procedimientos establecidos por la Comisión Federal de Comunicaciones, (FCC) y de la "Universal Service Administrative Company", USAC por sus siglas en inglés.

² La propuesta de Mantenimiento está en concordancia con el Sexto Informe y Mandato (Sixth Report and Order) emitido por la FCC. Se incluye copia de este documento.

➤ *Mantenimiento de Programación:* En la mayoría de los casos estos servicios se ofrecen de manera remota y de ser necesario EdNet enviará un técnico a la Biblioteca para realizar trabajos de:

- Actualizaciones
- Programación correctiva
- Asistencia técnica en línea

➤ *Mantenimiento Físico:* Incluirá, solo el costo de labor y de piezas que se le repare o se le sustituyan al equipo. Si el equipo no es reparable se sustituirá por uno con las mismas características, reconstruido y/o equivalente.

→Valor añadido

Como valor añadido, el Municipio de San Juan recibirá los siguientes servicios:

- Implantación por recursos profesionales, del proyecto educativo "Estudios Asistidos", en cada biblioteca. Proyecto dirigido a desarrollar, mediante la enseñanza y puesta en práctica los hábitos de estudio.
- Adiestramiento al personal y/o comunidad de las Bibliotecas sobre la utilización del Internet como herramienta investigativa, hasta un máximo de ocho (8) talleres al año. *(El listado de los talleres a escoger está incluido en los Anejos).*
- Apoyo en el diseño e implantación de un sistema de Intranet, de correo electrónico y de video conferencia para manejar los servicios de educación a distancia de ser requeridos.
- Apoyo y asistencia en aquellas actividades que sean requeridos servicios de "Video Streaming". Transmisión en vivo de actividad a través de Internet.

- Asistencia en la implantación de proyectos y actividades de Video Conferencias Educativas.
- Orientación y apoyo sobre procesos de catalogación electrónica, dedicadas al manejo de las colecciones y la entrada de datos.
- Apoyo y Asistencia en la implantación de la página "Web" del Sistema Bibliotecario del Municipio de San Juan. Promoviendo las visitas y el uso de los centros tecnológicos.
- Asistencia en la implementación de incubadoras de negocio en los centros de tecnología para el desarrollo de negocios, activar la participación de la fuerza laboral, reducir los costos de hacer negocios en la isla, fomentar alianzas entre las industrias y la educación, promover la evaluación de políticas públicas independientes.
- Apoyo en estrategias de mercadeo integrado utilizando el internet.
- Disponibilidad de recursos tecnológicos a individuos o pequeños negocios para promocionar sus productos y servicios.

→ Ventajas

- Brindar al ciudadano un servicio de internet confiable, estable y de alta calidad.
- Obtener una infraestructura tecnológica de primera, acorde a las necesidades del Municipio.
- Poder desarrollar al personal en el área de tecnología y educación.
- Lograr mejores comunidades y ciudadanos.

La experiencia y competencia de los recursos que ofrece EDNet en gerencia de proyectos, así como en apoyo tecnológico, le garantiza al Municipio:

- Que la conceptualización del proyecto así como su implantación considera el plan de utilización tecnológica del Municipio.
- Recibir el apoyo de una compañía como EDNet con recursos competentes, capacitados y con vasta experiencia en el manejo de fondos E-Rate.

- La confianza de tener el apoyo de recursos con el conocimiento en servicios bibliotecarios, según el concepto tradicional o utilizando los sistemas electrónicos digitales.
- La tranquilidad de saber que EDNet ofrece recursos con mucha experiencia en servicios de apoyo a las bibliotecas, comenzando con los aspectos fundamentales operacionales así como en infraestructura de tecnología de redes y telecomunicaciones.

III. Inversión del Municipio de San Juan

Los costos del proyecto dependerán del equipo y servicios que seleccione el Municipio según las opciones contenidas en los anejos adjuntos.

El diseño dependerá de los servicios que se ofrecerán y de la cantidad de personal que los vaya a recibir.

A continuación un resumen de los costos detallados en los anejos:

	Bibliotecas	Acceso Internet	Conexiones Internas	Mantenimiento
1	Biblioteca Electrónica Sector Israel	\$22,780.00	\$0	\$9,697.00
2	Centro de Estudio y Tecnología Aldea del Bien (Jurutungo)	\$22,780.00	\$0	\$9,697.00
3	Centro Comunal El Gandul	\$22,780.00	\$0	\$9,697.00
4	Centro de Estudio y Tecnología Vista Alegre	\$22,780.00	\$0	\$9,697.00
5	Centro de Estudio y Tecnología Villa Palmeras	\$22,780.00	\$0	\$9,697.00
6	Casa Cultural Cantera	\$22,780.00	\$0	\$9,697.00
7	Centro de Acción Comunitaria	\$22,780.00	\$0	\$9,697.00
8	Centro de Estudio y Tecnología de Las Monjas	\$22,780.00	\$0	\$9,697.00

	Bibliotecas	Acceso Internet	Conexiones Internas	Mantenimiento
9	Centro de Estudio y Tecnología de Puerta de Tierra	\$22,780.00	\$0	\$9,697.00
10	Centro de Educación Digital PRT	\$22,780.00	\$0	\$9,697.00
11	Centro de Estudio y Tecnología Nemesio R. Canales	\$22,780.00	\$15,603.00	\$9,697.00
12	Casa Cultural Trastalleres	\$22,780.00	\$0	\$9,697.00
13	Centro de Estudio y Tecnología de Barrio Obrero	\$22,780.00	\$0	\$9,697.00
14	Centro de Estudio y Tecnología de Buen Consejo	\$22,780.00	\$0	\$9,697.00
15	Centro de Estudio y Tecnología de Manuel Pérez	\$22,780.00	\$0	\$9,697.00
16	Centro de Estudio y Tecnología de Cupey Alto	\$22,780.00	\$0	\$9,697.00
17	Centro de Estudio y Tecnología de La Perla	\$22,780.00	\$0	\$9,697.00
18	Casa Cultural Chicharo	\$22,780.00	\$0	\$9,697.00
19	Centro de Estudio y Tecnología El Comandante	\$22,780.00	\$0	\$9,697.00
20	Biblioteca Electrónica Parcelas Falu	\$22,780.00	\$0	\$9,697.00
21	Biblioteca Abelardo Díaz Alfaro	\$28,192.00	\$0	\$11,164.00
22	Biblioteca Electrónica Estudia Conmigo	\$28,192.00	\$0	\$11,164.00
		\$511,984.00	\$15,603.00	\$216,268.00

TOTAL: \$743,855.00

SLD PAGA 90%	\$669,469.50
Municipio Paga 10%	\$74,385.50

EDNet

Educational Services Network, Corp

PRODUCTOS Y SERVICIOS COTIZADOS

Anejos





Phone: (787) 852-5045
Licitador #: 10279
SS Patronal 66-0641981
SPIN 143029803

Internet Access

Bill To: Hon. Carmen Yulín Cruz
Municipio de San Juan
Calle San Agustín 270 Puerta de Tierra
52518 San Juan, PR 00936

ENTITY: 16052513, 16052510, 16056555, 16052517, 16052518
16052639, 16052647, 16052468, 16052506, 16052508
16056554, 16052638, 16052507, 16052472, 16052469
16052471, 16052470, 16052642, 16052512, 16062049

Quote Date	ITEM	Services	Description	Unit Cost	Units	Lib	Total
3/6/2013	IA	Internet Access	3 MBPS Broadband Internet	\$ 1,690.00	12	20	\$ 405,600.00
			Charges associated with the provision of content filtered Internet Broadband Service				
		Setup Charges	Installation & Setup	\$ 2,500.00	1	20	\$ 50,000.00
			Installation and setup services for provisioning, configuring and testing of the Internet Access at the library premises				
			Internet One Time Charge	\$ 50,000.00			
			Internet Monthly Charge	\$ 33,800.00			
			SLD Charge 90%	\$ 410,040.00			
			Municipal Charge 10%	\$ 45,560.00			
					Total		\$ 455,600.00

REMITTANCE		NOTE
Signature Customer ID: Municipio de San Juan Quote #: SJCET13-IA Date: 3/6/2013		



Phone: (787) 852-5045
Licitador #: 10279
SS Patronal 66-0641981
SPIN 143029803

Internet Access

Bill To: Hon. Carmen Yulín Cruz
Municipio de San Juan
Calle San Agustín 270 Puerta de Tierra
San Juan PR, 00936

ENTITY: 16052522, 16052509

REMITTANCE		NOTE
Signature Customer ID: Municipio de San Juan Quote #: SJADA13-IA Date: 3/6/2013		



Educational Services Network, Corp
PO Box 3056
Caguas, PR 00726-3056

Phone: (787) 852-5045
Licitador #: 10279
SS Patronal 66-0641981
SPIN 143029803

Quote Internal Connections Basic Maintenance

Attachment: SJCET13-ICM
Date: 03/06/13

Bill To: Hon. Carmen Yulín Cruz
Municipio de San Juan
Calle San Agustín 270 Puerta de Tierra
San Juan, PR 00936

ENTITY: 16052513, 16052510, 16056555, 16052517, 16052518
16052639, 16052647, 16052468, 16052506, 16052508
16056554, 16052638, 16052507, 16052472, 16052469
16052471, 16052470, 16052642, 16052512, 16062049

Quote Date	ITEM	Equipment	Description	Unit Cost	Units	Lib	Total
3/6/2013	BM	Server BM	Server HP Proliant ML100 Physical Maintenance & Repair	\$ 1,800.00	1	20	\$ 36,000.00
		Router BM	Router Cisco 1841 Physical Maintenance & Repair	\$ 697.00	1	20	\$ 13,940.00
		Switch BM	Switch Cisco 2960 24ports Physical Maintenance & Repair	\$ 650.00	1	20	\$ 13,000.00
		Wireless	AIR-AP1242AG-N-K9 Physical Maintenance & Repair	\$ 480.00	1	20	\$ 9,600.00
		UPS BM	MINUTEMAN BATTERY 950UPS Physical Maintenance and Repairs	\$ 130.00	1	20	\$ 2,600.00
		VC & DL	Video Conference & Distance Learning - Polycom VSX 8000	\$ 2,500.00	1	20	\$ 50,000.00
		Misc	Wire and cable maintenance	\$ 200.00	1	20	\$ 4,000.00
		Misc	Configuration Changes	\$ 340.00	1	20	\$ 6,800.00
		Misc	Perdiem	\$ 2,900.00	1	20	\$ 58,000.00
			Cost associated with the provision of the maintenance services. Charges are associated with mileage, tolls and meals that vendor reimburse to the technicians. It is a standard fee charged by the vendor for services provided outside of the 10 miles range from the main office and are part of the vendor proposal and contract				
			SLD Charge 90%	\$ 174,546.00			
			Municipal Charge 10%	\$ 19,394.00			
			Total				\$193,940.00

REMITTANCE

Signature

Customer ID: Municipio de San Juan

Quote #: SJADA130-ICM

Date: 3/6/2013

NOTE



Educational Services Network, Corp
PO Box 3056
Caguas, PR 00726-3056

Phone: (787) 852-5045
Licitador #: 10279
SS Patronal: 66-0641981
SPIN: 143029803

Quote Internal Connections Basic Maintenance

Attachment: SJADA13-ICM
Date: 03/06/13

Bill To: Hon. Carmen Yulín Cruz
Municipio de San Juan
Calle San Agustín 270 Puerta de Tierra
San Juan, PR 00936

ENTITY: 16052522, 16052509

Quote Date	ITEM	Equipmént	Description	Unit Cost	Units	Lib	Total
3/6/2013	BM	Server BM	Server HP Proliant DL 360 G7 Physical Maintenance & Repair	\$ 2,500.00	1	2	\$ 5,000.00
		Router BM	Router Cisco 2800 Physical Maintenance & Repair	\$ 697.00	1	2	\$ 1,394.00
		Switch BM	Switch Cisco 2960 24ports Physical Maintenance & Repair	\$ 650.00	1	2	\$ 1,300.00
		Wireless	AIR-AP1242AG-N-K9 Physical Maintenance & Repair	\$ 480.00	1	2	\$ 960.00
		UPS BM	1500VA/900 W/120AV Physical Maintenance and Repairs	\$ 697.00	1	2	\$ 1,394.00
		VC & DL	Video Conference & Distance Learning				
		Codec	Polycom VSX 8000	\$ 2,500.00	1	2	\$ 5,000.00
		Misc	Wire and cable maintenance	\$ 400.00	1	2	\$ 800.00
		Misc	Configuration Changes	\$ 340.00	1	2	\$ 680.00
		Misc	Perdiem	\$ 2,900.00	1	2	\$ 5,800.00
			Cost associated with the provision of the maintenance services. Charges are associated with mileage, tolls and meals that vendor reimburse to the technicians. It is a standard fee charged by the vendor for services provided outside of the 10 miles range from the main office and are part of the vendor proposal and contract.				
			SLD Charge 90%	\$ 20,095.20			
			Municipal Charge 10%	\$ 2,232.80			
						Total	\$22,328.00

REMITTANCE

Signature

Customer ID: Municipio de San Juan

Quote #: SJADA130-ICM

Date: 3/6/2013

NOTE



Educational Services Network, Corp
PO Box 3056
Caguas, PR 00726-3056

Phone:
Licitador #:
SS Patronal

(787) 852-5045
10279
66-0641981
143029803

Quote

E-Rate

Internal Connections

Attachment **SJCET13-IC**
Date: **03/06/13**

Bill To: Hon. Carmen Yulín Cruz
Municipio de San Juan

ENTITY **16056554 Centro de Estudios y Tecnología Nemesio R. Canales** Calle San Agustín 270 Puerta de Tierra
San Juan, PR 00936

Quote Date	ITEM	Equipment	Description	Unit Cost	Units	Total
3/6/2013	IC	LAN	Network Components			
		Switch				
			Cisco WS-C2960-24TT-L or Equivalent 24 10/100 + 2T/SEP LAN Base Image Switch	\$ 545.00	1	\$ 545.00
			Installation & Configuration	\$ 350.00	1	\$ 350.00
		Router				
			Router Mikrotik 1100AH 1U rackmount Gigabit Ethernet router or Equivalent	\$ 699.00	1	\$ 699.00
			Installation & Configuration	\$ 350.00	1	\$ 350.00
		Wireless				
			Unifi AP Long Range Single unit (Smoke) Indoor Access Point or Equivalent	\$ 125.00	1	\$ 125.00
			Installation & Configuration	\$ 350.00	1	\$ 350.00
			Unifi Outdoor UAP with Antenna and POE Included or Equivalent	\$ 189.00	1	\$ 189.00
			Installation & Configuration	\$ 350.00	1	\$ 350.00
	IC	Cabling	Cabling Infrastructure			
			19" x 20.5" w x 20" d Inch Wall Cabinet-9U-RM	\$ 399.00	1	\$ 399.00
			19" Shelf	\$ 42.00	1	\$ 42.00
			Horizontal Cable Organizer / Front Only 2U 24 port	\$ 63.00	1	\$ 63.00
			Patch Panel 24 ports Cat 6	\$ 259.00	1	\$ 259.00
		UPS	Imperial UPS 625 VA Line Interactive or Equivalent	\$ 105.00	1	\$ 105.00
		Drops	Horizontal Cabling (Drops) Cat6 Indoor	\$ 260.00	10	\$ 2,600.00
			Horizontal Cabling (Drops) Cat6 Outdoor	\$ 320.00	1	\$ 320.00
			Network Interface Card NIC Wireless USB Adapter	\$ 65.00	12	\$ 780.00
			Contingency Fee	\$ 4,039.00	1	\$ 4,039.00
	IC	Installation	Installation/Certification/Documentation	\$ 2,500.00	1	\$ 2,500.00
			These are the Installation activities of the cabling infrastructure items, i.e. drops, patch panel, rack and UPS, The Industry Standard certification tests and the related installation diagram documentations.			
	IC	PM	Project Management	\$ 1,538.00	1	\$ 1,538.00
			Coordinate the provision of the services with the library contact, to manage the installation, setup and initial operation of the product or service to be provided. Project Management services are to be provided in performing initial installation and setup for the equipment/services.			
			SLD Charges 90%	\$ 14,042.70		
			Municipal Charges 10%	\$ 1,560.30		
						\$ 15,603.00

REMITTANCE

Signature

Customer ID: 16056554 Centro de Estudios y Tecnología Nemesio R. Canales

Quote #: SJCET13-IC

Date: 3/6/2013

NOTE

Talleres



Temas para la Comunidad

Seguridad en el Internet

La seguridad y privacidad son asuntos que ocupan a muchos mientras hacen uso del internet. En el taller se tratan las amenazas más comunes a la seguridad y las estrategias que se deben aplicar mientras se está conectado. Se mencionan los programados más conocidos y las características sobresalientes en estos.

Protección Preventiva de Computadoras

Si ha experimentado que las computadoras que utiliza le ocasionan muchos problemas, este taller es para usted. En el taller se enseñan las estrategias y recomendaciones prácticas para lidiar con diversos problemas que trae el "spam", los virus, el "spyware" y el "adware".

Recursos para niñ@s en el Internet

En este taller se trabaja con una variedad de lugares en el internet dirigidos a niños y jóvenes en los niveles K-12. Entre estos se incluyen: herramientas de búsqueda, proyectos para feria científica y materiales útiles para responder a las asignaciones escolares, entre otras tareas.

Información Médica en el Internet

Existe una gran cantidad de información médica disponible en el internet. Este taller enseña a los participantes cómo localizar recursos de información médica a la vez que se discuten técnicas para evaluar la confiabilidad de la información obtenida.

Temas en el área de la información y comunicación

Cómo mantenerse al día para un mejor servicio

Conocerá técnicas efectivas para la búsqueda y selección asertiva de fuentes de referencia e información que puede utilizar para maximizar los servicios que se ofrecen en la biblioteca.

Búsquedas efectivas de información en el Internet

Métodos y técnicas funcionales para lograr el mayor rendimiento en las actividades de búsqueda de información de valor en contenido e investigación en el internet.

Calidad vs Cantidad: Evaluación de los recursos en el Internet

Conociendo que el internet es "tierra de nadie" es importante aprender a establecer criterios para determinar cuál información es confiable y de calidad. Este taller examina criterios y técnicas para la evaluación de los recursos de información en el internet.

Manejo de contenido y redes sociales

Las redes sociales y los blogs o bitácoras, son una de las herramientas de mayor crecimiento en el internet. Este taller se centra en la exploración de estas herramientas, los servicios para la gestión de conocimiento y cómo crear estos espacios autodirigidos para beneficio de los individuos.

EDNet

Educational Services Network, Corp



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CUMPLIMIENTO



Sixth Report and Order
Service Level Agreement
Acceptable Use and Practices Policy
Content Filter



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DA No. 10-2356

Released: December 15, 2010

WIRELINE COMPETITION BUREAU PROVIDES GUIDANCE FOLLOWING SCHOOLS AND LIBRARIES UNIVERSAL SERVICE SUPPORT PROGRAM SIXTH REPORT AND ORDER

CC Docket No. 02-6, GN Docket No. 09-51

On September 28, 2010, the Commission released a *Sixth Report and Order* in the above-captioned proceeding.¹ To provide further guidance to E-rate program participants, we list effective dates for each of the adopted proposals below. In addition, attached is a list of frequently asked questions (FAQs) regarding rules adopted in the *Sixth Report and Order*.

Adopted Rule	Brief Description	Effective Date
Expanded Access to Low-Cost Fiber	Allows applicants to lease dark or lit fiber from the most cost-effective provider, including non-profit and for-profit entities, so that applicants can choose the services that best meet their needs from a broad set of competitive options and in the most cost-effective manner available in the marketplace.	Funding Year 2011
Community Use of Schools' E-rate Funded Facilities and Services	Changes the Commission's rules to permit schools to allow community use of E-rate funded services outside of school hours.	January 3, 2011
Revising FCC Forms 470 and 471 and their accompanying instructions	The revisions streamline FCC Forms 470 and 471 by eliminating questions that are no longer useful and limit data collection to information that is not already available elsewhere. Also, the FCC Form 471 now requires information about the current number of broadband connections and their speeds and requires that the Item 21 attachment be submitted with the form. The forms also gather specific information about the type of entity filling out the forms or applying for E-rate funding. Finally, the forms are updated to reflect changes in program rules and citations.	Funding Year 2011 Applicants must use the revised FCC Form 471 for Funding Year 2011. ² Old versions of the FCC Form 470 (dated November 2004) will be accepted for Funding Year 2011.

¹ See *Schools and Libraries Universal Service Support Mechanism, A National Broadband Plan For Our Future*, CC Docket No. 02-6, GN Docket No. 09-51, Sixth Report and Order, FCC 10-175 (rel. Sept. 28, 2010) ("*Schools and Libraries Sixth Report and Order*").

² A public notice released Nov. 19, 2010 incorrectly stated that old versions of FCC Form 471 (dated November 2004) would be accepted for Funding Year 2011. *Wireline Competition Bureau Announces Implementation Date for Revised Forms 470 and 471 and Accompanying Instructions*, CC Docket No. 02-6, DA 10-2218 (Wireline Comp. Bur. rel. Nov. 19, 2010).

Expanding Access for Residential Schools that Serve Unique Populations	Supports eligible services to the residential portion of schools that serve students with special circumstances.	Funding Year 2011
Indexing the Annual Funding Cap to Inflation	Indexes E-rate's funding cap to inflation to preserve the purchasing power of a successful program.	Funding Year 2010
Limited Trial to Investigate Offsite Access	Seeks proposals for a limited pilot program to establish best practices to support off-campus wireless connectivity for portable learning devices outside of regular school or library operating hours.	Funding will be available in Funding Year 2011. Interested parties must submit applications by December 17, 2010.
Technology Plans	Removes the technology plan requirement for priority one (telecommunications services and Internet access) services.	Beginning with Forms 470 and 417 for Funding Year 2011 (including certifications made by entities on FCC Forms 470 and 471 filed for Funding Year 2011).
Competitive Bidding Process	Codifies the requirement that competitive bidding processes be fair and open (including codification of the gift rules).	Fair and open competitive bidding rules remain unchanged; the order codifies the current procedure. More specific gift rules effective January 3, 2011.
Clarifying Process for Disposal of Obsolete Equipment	Authorizes schools and libraries to receive consideration for disposing and recycling obsolete E-rate supported equipment. E-rate supported equipment is considered (presumed?) obsolete five years after installation.	January 3, 2011
Service Provider Identification Number (SPIN) Changes	Provides clarification regarding permissible SPIN changes following a competitive bidding process.	Beginning with FCC Forms 471 for Funding Year 2011
Eligible Services List (ESL)	Releases the ESL for FY 2011.	Funding Year 2011
USAC's Proposed Changes to the ESL	Requires USAC to submit its proposed changes to the ESL by March 30 of each calendar year.	January 3, 2011
Ineligible and Eligible Services Included in BSL	Individual eligible and ineligible services are to be listed only in the ESL rather than in the Commission's rules.	January 3, 2011
Release of ESL	Provides the Commission with flexibility to release the ESL either by public notice or order.	January 3, 2011

Schools and Libraries Sixth Report and Order
Frequently Asked Questions

Community Use

Q: Are decisions regarding after hours access to the E-rate network at a school to be made by the school district or the school?

A: This is a decision to be made by the appropriate local administrative authority since there is no requirement that schools open up their E-rate funded facilities to the public. The decision must be made by the appropriate local administrative authority (which may not necessarily be the same in each state, county or school district).

Q: Can schools open up their facilities to the community during the summer months?

A: Yes, but services supported by E-rate funds must, in the first instance, be used for educational purposes; students, educators, and other school personnel shall always get priority in the use of these resources. Thus, schools may only open up their facilities to the community during non-operating hours. If a school offers a summer session or program for its students over the summer months, schools may not open their facilities to community access during class time of the summer session.

Q: Can a college use a school's network during the daytime or evenings if a college is only charging for the cost of the instructor and not the Internet?

A: Schools may not charge for the use of services and facilities purchased using E-rate funds. Schools or other organizations that are using the schools' E-rate supported facilities may charge fees for services that are not subject to a universal service discount. Therefore, in this example, a college may charge for the cost of the instructor and the college's other expenses, but specifically not for the Internet access. However, colleges may not use the school's network or its services and facilities when the school is in session. Any use of the school's facilities and services may not interfere with children's use of the services during the school day or any afterschool/after hours classes offered for the school children.

Q: Do school hours for community use also pertain to non-instructional facilities (NIFs)?

A: Yes. Non-instructional facilities (NIFs) on a school or library property, such as administrative offices, are eligible to receive discounts on telecommunications and Internet access services, and the school or library may also open up the NIFs for community access as well. Any use of the school's facilities and services – whether instructional facility or NIF – may not interfere with children's use of the services during the school day or any afterschool/after hours classes offered for the school children. NIFs typically do not serve students and teachers directly and may be open for school business longer than a school. A school district may allow community use during the NIF's operating hours as long as it does not interfere with the ability of students or teachers to access the network or the services available on the network.

Dark Fiber

Q: If construction (on district property) is needed, and the leased dark fiber needs to be lit immediately, how can a district ensure uninterrupted connectivity for the classroom? Can the district concurrently have lit fiber service to maintain connectivity while infrastructure construction (on school property) is going on?

A: In situations when the dark fiber is not going to be lit by the start of the funding year, applicants must file two funding requests (FRNs) when applying for funding: one for the existing service and one for the dark fiber service. An applicant can submit an FRN for the pre-existing service or other eligible service to maintain connectivity while the construction of dark fiber to be leased is occurring within the school's property lines.

The Commission's rules, however, prohibit the funding of duplicative services, defined as services that provide the same functionality to the same population in the same location during the same period of time. An applicant cannot receive E-rate funding for the dark fiber until it is lit. Once the dark fiber is lit and the applicant starts using that service, the applicant can receive E-rate funding for the receive funding only for the newly lit dark fiber instead of the existing service.

If there is a delay in the installation of the dark fiber, USAC will work with applicants to adjust the service end date of the pre-existing service and the service start date of the dark fiber FRN.

Q: Should applicants submit an FCC Form 470 for lit fiber under both the telecommunications and Internet access categories?

A: Yes. Any entity can provide supported telecommunications in whole or in part via fiber (whether lit or dark). Applicants are encouraged to submit an FCC Form 470 indicating the desired service in both the telecommunications service and Internet access categories. Once a provider is selected, an applicant should check the appropriate category of service on the FCC Form 471 application based on the type of provider they select to provide the fiber. If the provider is an eligible telecommunications carrier, the applicant can select Telecommunications Services if they are purchasing telecommunications services and other services, such as Internet access. If an eligible telecommunications carrier is providing only Internet access, and not telecommunications services, then the applicant must select Internet access. All other providers should be listed under Internet Access.

Q: If an applicant selects a non-telecommunications provider to provide VoIP or telecommunications (not telecommunications services), but is not applying for discounts on Internet access, does the applicant still need to comply with CIPA?

A: No. The Children's Internet Protection Act (CIPA) applies when a school or library under the E-rate program uses universal service funding to obtain discounted Internet access service, internal connections or basic maintenance of internal connections. CIPA compliance is not required when telecommunications, VoIP or fiber services are requested, even in the Internet access category, for telecommunications transmission purposes. However, if any other Internet access services such as basic Internet access, web hosting or e-mail service are included or bundled with the telecommunications, VoIP or fiber services, CIPA compliance is required.

Q: Can state entities serve as both a vendor and applicant?

A: Yes. State entities have always been able to receive funding as a vendor and also an applicant, but they cannot seek discounts on services that they are reselling to applicants. A state can receive funding as a consortium leader for schools and/or libraries and also serve as a vendor as long as the services are different.

Q: Is maintenance of leased dark fiber outside the school property line eligible? Is the rerouting of fiber considered maintenance?

A: Maintenance of leased dark fiber outside the school property line is eligible as a priority 1 service. Maintenance and technical support appropriate to maintain reliable operation is eligible for discount when provided as a component of the telecommunications service or as a component of the

telecommunications. Rerouting fiber would not fall under maintenance, but is considered construction. Finally, if the leased dark fiber serves multiple customers, the cost of the maintenance should be shared among all of the recipients that use the leased dark fiber.

Q: Because some of the charges for dark fiber installation are ineligible, how can I account for those costs in my competitive bidding process?

A: Under the Commission's rules, in determining which eligible service offering is the most cost-effective, the price of the eligible products and services must be the primary factor. The ineligible, off-campus construction costs for dark fiber may be considered as a separate factor, but that factor must be weighed less than the price of the eligible goods and services. The costs of the off-premise construction for the leased dark fiber remain ineligible and are the applicant's responsibility.

Q: In the *Sixth Report and Order*, the Commission states that "[w]e also emphasize, in this context, the importance of applicants making 'apples-to-apples comparisons when evaluating competing bids to meet their needs. Providing services using dark fiber may involve a number of additional costs beyond lease payments for fiber connectivity, and those costs should be factored in to a total-cost comparison across bids.'" How can a true apples-to-apples comparison be done if components of one technological solution are not eligible and therefore under current program rules cannot be included in the main factor of price?

A: The Commission did not adopt a new cost-analysis requirement for our competitive bidding process specifically for dark fiber. As always, the ineligible costs of a service may be considered as a separate factor but that factor must be weighed less heavily than the cost of the eligible goods and services. The Commission merely intended to remind applicants, when considering a dark fiber solution, to take into account all of the costs associated with choosing this solution.

Q: Is on-premise leased fiber between or within school or library buildings a priority 1 service?

A: No. On-premise fiber between school buildings is considered priority 2 internal connections. The fiber must cross a public right of way in order for it to be considered a priority 1 service. The Commission's addition of dark fiber to the eligible services list did not change the eligibility of services that were priority 2 services.

Q: Are costs for leased fiber between buildings on a school's or library's campus eligible as priority 2 services?

A: Yes. Costs for leased fiber between buildings on a school's or library's campus are considered priority 2 internal connections.

Q: Is the installation of fiber between buildings considered a priority 1 service as a "leased service"?

A: No. Installation and construction charges for leased fiber on the same property between two eligible entities that share a campus are only eligible as a priority 2 service.

Q: Must telecommunications services other than fiber (such as basic telephone service) be provided by a telecommunications provider?

A: Yes. All telecommunications services other than fiber must be provided by a telecommunications provider.

Q: Please clarify what fiber and construction charges are eligible.

A: Applicants may lease existing dark and lit fiber from any provider. Additionally, special construction (installation) charges for leased dark fiber from an eligible school or library to the property line is eligible as a priority 1 service. Special construction (installation) charges for leased dark fiber from the school's or library's property line to the fiber network outside of the applicant's property are not eligible. For leased lit fiber, all special construction charges are eligible.

Q: The *Sixth Report and Order* states that excess capacity cannot be purchased/leased via dark fiber. How does an applicant comply with this requirement when the procurement of dark fiber in any realm would act as a purchase/lease of excess capacity?

A: The Commission's intent was to provide applicants more flexibility when considering fiber as a solution to meet their needs; it was not to allow applicants to use E-rate discounts to acquire dark fiber for future use. Upfront installation charges that are not related to how much fiber is lit are eligible; recurring charges for leased dark fiber are eligible only for dark fiber that has been lit within the funding year.

Q: Is modulating equipment used for lighting dark fiber eligible for purchase as internal connections?

A: Modulating equipment used for lighting applicant-owned priority 2 dark fiber is eligible as priority 2 internal connections if it meets the definition of an internal connection. Modulating equipment on applicant-leased dark fiber that is leaving the school premise is not eligible as a priority 2 internal connection. When lit fiber is leased as a priority 1 service, modulating equipment included as part of that service is eligible as part of the priority 1 service.

Q: Leased dark fiber must be lit immediately. What is meant by "immediately?"

A: Immediately means the fiber must be lit during the funding year in which you request services in order to receive E-rate discounts. We will not pay for recurring or non-recurring charges until the fiber is lit. For example, if the installation starts July 1, but the service isn't turned on until September 1, we will pay for the recurring leased dark fiber charges starting September 1, because, at that point, the service is lit.

Q: Has the definition of a wide area network (WAN) changed to include "wiring" or circuits between two points on the same campus?

A: No. The definition of a WAN has not changed. A WAN is a voice, data, and/or video network that provides connections from within an eligible school or library to other locations beyond the property line of the school or library.

Service Provider Identification Number (SPIN) Change Procedures

Q: When is the clarification regarding SPIN changes adopted in the *Sixth Report and Order* effective?

A: It is effective beginning with funding year 2011 FCC Form 471 applications.

Q: In the *Sixth Report and Order*, the Commission clarified that an applicant may not change to a different service provider for a particular funding year after a service provider has been selected through the competitive bidding process unless (1) there is a legitimate reason to change providers (e.g., breach of contract or the service provider is unable to perform); and (2) the newly selected service provider received the next highest point value in the original bid evaluation, assuming there

was more than one bidder. What happens if a service provider is unable to provide the services and there was no other service provider that responded to the bid request?

A: If no other bids were received in the original competitive bidding process, an applicant may select a substitute service provider that satisfies its needs most effectively and efficiently. For example, an applicant may select a substitute provider from a state master contract that has been competitively bid, if one is available. The substitute provider may not receive more funding than the amount originally requested on the applicant's FCC Form 471 for those services. Applicants must always comply with state and local competitive bidding rules, which may also provide guidance on how they will select an alternate provider.

Q: If no other bids are received, will an applicant be required to initiate another competitive bidding process by posting another FCC Form 470?

A: No. An applicant will not be required to initiate another competitive bidding process by submitting a new FCC Form 470. Applicants must always comply with state and local competitive bidding rules, which may also provide guidance on how they will select an alternate provider.

Q: As noted above, the Commission clarified that applicants may not change to a different service provider unless there is a legitimate reason to change providers and the new service provider selected received the next highest point value in the original bid evaluation. Does this requirement apply to contracted services, month-to-month services, and tariffed services?

A: Yes, the SPIN change clarification announced in the *Sixth Report and Order* applies to contracted services, month-to-month services and tariffed services.

Q: When an applicant is transitioning from one provider to another, there may be a delay in the transition. Given the SPIN change clarification discussed above, may applicants continue to split the FRN and switch back to their previous service provider until the new provider is able to provide service, even if the previous provider was not the second highest bidder?

A: Yes. An applicant may switch back to the previous service provider; however, the amount of funding that the service provider receives cannot exceed the amount that was initially requested on the applicant's FCC Form 471.

Technology Plans

Q: The Commission eliminated the requirement that applicants demonstrate they have a budget sufficient to acquire and support the non-discounted elements of the plan. Does this mean that applicants do not have to show that they can pay their non-discounted share?

A: No. Applicants must still be able to demonstrate that (1) they are paying for their non-discounted share of services and (2) have the necessary resources to utilize E-rate services.

Q: Will the Commission enforce state technology plan requirements?

A: No, the Commission will not enforce state technology plan requirements, but encourages applicants to meet all local requirements associated the technology planning process to ensure the best use of E-rate funds.

Q: The Order states that the technology plan rules are effective 30 days after publication in the Federal Register. Will this create two different set of rules (one for applicants that submit FCC Form 470s now and one for applicants submit FCC Form 470s after the effective date)?

A. No. There is no FCC technology plan requirement for any applicant seeking priority one funding in funding year 2011, regardless of which FCC Form 470 is filed.

For further information, contact Regina Brown or James Bachtell, Telecommunications Access Policy Division, Wireline Competition Bureau at (202) 418-7400, TTY (202) 418-0484.

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Educational Services Network, Corp

Service Level Agreement

This Service Level Agreement (SLA) is between Educational Services Network, Corp (EDNet), an E-Rate services provider, and the E-Rate Customer, from now on known as, Library.

This SLA will be valid for the length of the signed E-Rate Services Agreement, and may be amended from time to time by EDNET. Library will be notified of any amendments by e-mail, fax or regular mail, not later than thirty (30) days prior to the effective date of such amendment.

Section 1. Introduction

EDNET Internet Access Service maintenance and support issues will be addressed through the established support structure and procedure which will be executed by EDNET's Help Desk System and the appointed Library Service Coordinator. An EDNET Help Desk Coordinator will be assigned to the Library. The Help Desk Coordinator is the contact person within EDNET, responsible for interfacing with the Library Service Coordinator to manage maintenance and about support issues at the Library..

The Library Service Coordinator is the contact person within the Library responsible for overseeing the overall performance of the Internet Service system. The Library Service Coordinator may contact the Help Desk Coordinator either via Ednet's support telephone line (1-877-336-3877), or email (servicio@ednetpr.net). The contact information will be provided to the Library Service Coordinator during the implementation process. Library may submit two additional names of users authorized to contact EDNET Support.

All other users should either convey their support issues to their Library Service Coordinator, who will refer them to the Help Desk Coordinator directly, or the users may refer their support questions or inquiries directly to servicio@ednetpr.net

Section 2. EDNET Provision of Services

EDNET shall do its best and reasonable efforts to maintain the Internet Service available twenty-four (24) hours a day, seven (7) days a week, subject to EDNet's ISP service availability and excluding reasonable scheduled downtime for maintenance purposes. The Service Level Standards will exclude reasonable, scheduled and Licensee- approved maintenance periods. EDNET will notify all Library Service Coordinators by telephone, fax or email, at least, five (5) working days prior to any scheduled system maintenance.

Section 3. Issue Resolution

Contacting Support

EDNET provides maintenance and support services during EDNet's regular business hours which are Monday through Friday, from 8am to 5pm, Atlantic time.

The Library Service Coordinator will use the following procedure to report or follow up on an incident:

1. The Library Service Coordinator may receive a service request from any end user of the Library.
2. The Library Service Coordinator will use EDNet's support telephone line (1-877-336-3877) or email servicio@ednetpr.net to submit a request for service/information and to register the request.
3. If necessary, the Library Service Coordinator may contact EDNET's Operations Manager at 787-852-5045.

Support Response

In the initial response to the reported incident, EDNET will work with the Library technical resource to determine whether the issue is within EdNet Scope of Services or whether it is caused by any local condition such as, but not limited to, locally installed software, networking, power, connectivity or user problem. Should the situation be determined as one for EDNet to handle, or the cause is undetermined, the Help Desk System will assign a unique Incident Number and one of four Severity Codes ranked from 1 (high) through 4 (low).

Severity Codes are assigned considering the nature of the reported incident and its impact to the Library services and operations and are strictly defined on the basis of the event or incident symptoms and not according to frequency of occurrence, likelihood of being observed or difficulty of reproducing. EDNET Help Desk Coordinator will confirm that the correct Severity Code has been assigned based on the information provided. The Severity Codes will dictate the timing and nature of the response as follows:

Severity 1 – Critical Library *productive* use of the service is fully stopped, or there is a critical application outage and no workaround exists. A workaround is a temporary solution that restores or maintains access to the Internet service. EDNET will provide an initial response to Library within one hour of receipt of notification during regular business hours. If notification is outside regular business hours EDNET will provide an initial response to Library within the first hour of the next business day. EDNET will work diligently to identify the cause of the problem, identify and provide a fix or workaround within *twenty-four (24) hours* of the initial response to the problem.

Severity 2 – Significant Impact Library production *or the* use of the system is severely disrupted or impaired and no workaround exists. EDNET will provide an initial response to Library within two hours of receipt of notification during regular business hours. If notification is outside regular business hours, EDNET will provide an initial response to Library within the first two hours of the next business day. EDNET will work diligently to identify the cause of the problem, identify and provide a fix or workaround within *two (2) business days* of the initial response to Library report of the problem.

Severity 3 – Some Impact. Library has minor loss of operational functionality. Important program features maybe unavailable, but there is a workaround; or, less significant program features are unavailable with no reasonable workaround. EDNET will provide an initial response to Library within four hours of receipt of notification during regular business hours or, if notification is outside regular business hours, during the next business day. . EDNET will work diligently to identify the cause of the problem, identify and provide a fix or workaround within *five (5) business days* of the initial response to Library report of the problem. If EDNET cannot resolve the problem within five (5) business days, EDNET will continue to keep the Library informed of the resolution status regarding the potential for a fix or workaround of the problem.

Severity 4 – No Impact. (Usage Support) With respect to library requests for information, training, an enhancement or documentation clarification regarding the program, EDNET will provide an initial response to Library within four (4) hours after receipt of notification during regular business hours. If initial contact is made outside of regular business hours EDNET will provide an initial response to Library within the next business day. EDNET shall do its best and reasonable efforts to provide an answer to the question within ten (10) business days of Library inquiry/report, or to provide a fix to the reported problem. If EDNET cannot answer the question within ten (10) business days or resolve the problem within the next maintenance cycle, EDNET will continue to keep the Library informed of the resolution status.

Severity Summary Chart:

Severity Code	Response	Resolution Goal
1	1 hour	24 hours
2	2 hours	2 business days
3	2 hours	5 days
4	4 hours	10 days